

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Manufacturing Solutions

Vermont Manufacturing Extension Center

Manufacturing Solutions Inc. Creates a Smooth Transition for Client

Client Profile:

Manufacturing Solutions, Inc. (MSI), located in Morrisville, Vermont is an assembly and test facility job shop performing complex assembly and testing operations for a variety of customer products. MSI has been in business since 1997 and employs 83 people.

Situation:

MSI was notified by one of their major customers that they were about to go through a major re-design/model change in their product line and asked the company to develop a plan to accommodate these changes with a minimal amount of schedule disruption and no impact on quality. MSI contacted the Vermont Manufacturing Extension Center (VMEP), a NIST MEP network affiliate, to discuss how best to approach their customer's needs.

Solution:

VMEC recommended Value Stream Mapping (VSM) of the current process in order to point the way toward establishing flow and developing cellular opportunities for the proposed future state. The VSM process allowed MSI to envision a future state that was then immediately implemented through the construction of a new manufacturing cell. Concurrently, VMEC assisted the company with a Five S project to develop the necessary visual systems and workplace organization needed to make the cell more efficient.

The results for MSI were nothing less than excellent. Most importantly, the customer's needs were exceeded beyond all expectations. Within one week of the last old model rolling off the line, the tooling and fixturing was refined, the cell was built, and production of the two new models met or exceeded all customer schedule and quality targets. Their customer was overwhelmed with MSI's performance and visited the company to personally recognize the employees' performance and presented each person with a cash bonus.

Results:

- * Increased sales by \$32,000.
- * Saved \$16,000 on project production costs.
- * Reduced production time from 3 weeks to 1 week.
- * Added 13 new jobs.
- * Increased customer satisfaction.

Testimonial:

"For the first time in our 10-year relationship with the client, they requested a tour of the shop, and the owners personally thanked the staff and gave each person a cash bonus. Our sales volume to the client has required us (one year later) to add 13 new positions."

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Davis Koier, Human Resources